

GS1 Recallnet

Patient Safety Through Global Standards



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GS1 Recallnet is a new online portal developed by industry for industry. This new service will improve the security, efficiency and accuracy of product recall and withdrawal notifications in the Australian market.

Based on a global and interoperable product recall platform, GS1 Recallnet has been developed incorporating local and international best practices, and GS1 Traceability Standards.

Australian manufacturers, distributors, health departments, hospitals and government agencies will be able to rely on GS1 Recallnet to reduce errors, decrease the time to issue and respond to recalls, mitigate associated costs and risks, and collaborate to increase patient safety.

The GS1 Recallnet project in Healthcare has been lead by GS1 Australia and NEHTA with participation from the Therapeutic Goods Administration, Medical Technology Association of Australia, the Australian Commission for Safety and Quality in Healthcare, State Health Departments throughout Australia and a range of leading medical device and pharmaceutical suppliers.

"By committing to one standardised program, Australian businesses will ensure the recall of products is as efficient, consistent and immediate as possible."

Mark Fuller, GS1 Australia Deputy CEO and Chief Operating Officer

MEDIA RELEASE

Tuesday 10 August 2010

GS1 Australia and HP to Enhance Product Recall Process

Melbourne, Australia – GS1 Australia and HP have signed an agreement to develop a cloud-based recall service to remove potentially harmful food, healthcare and other products from the supply chain.

The service, GS1 Recallnet, will run on the HP cloud computing platform for manufacturing, which allows companies to see and share information across the supply chain. It allows Australia to rapidly exchange recall notifications both within the border of its own supply chain and with other countries. Food and consumer products organizations can use the service to reduce errors, decrease the amount of time it takes to respond to a recall, and mitigate the costs associated with managing the recall process.

“GS1 Recallnet will reinvent the way recall information is handled between businesses,” said Maria Palazzolo, Chief Executive Officer, GS1 Australia. “By utilising existing industry-endorsed services to offer the additional functionality for product withdrawal and recall, GS1 Australia is able to assist in improving consumer safety.” This year, a review of the Australian product safety recall system by the Australian Competition and Consumer Commission (ACCC), revealed that in 2009 there were 779 recalls in Australia, some involving

many thousands of products. The report said that the average return rate across recalls for all Commonwealth regulators is 56.75 per cent. The ACCC urged suppliers to implement tailored communications strategies in the event of a recall and said the days of relying just on newspaper advertisements as the major method of communication were past.

GS1 Australia is working with the Australian Food and Grocery Council (AFGC), Efficient Consumer Response Australasia (ECRA), the Liquor Merchants' Association (LMAA) and Food Standards Australia and New Zealand (FSANZ) to establish GS1 Recallnet for the Australian grocery and liquor sectors by March 2011. This service will then be made available to the healthcare sector based on requirements currently being developed by representatives from Government health jurisdictions, Therapeutic Goods Administration (TGA) and global suppliers. A pilot of GS1 Recallnet is scheduled for October 2010.

“Global supply chain standards are foundational to effective product recall. GS1 global standards are used by millions of companies around the world to enhance the safety, security and efficiency of their supply chains. Tracking of products through the supply chain into the hands of consumers has been identified by the ACCC as fundamental to improving recall effectiveness and use of GS1 traceability standards can provide suppliers with this ability. Integration of GS1 standards and HP’s cloud computing platform is a very powerful solution that will support industry efforts to improve consumer safety,” said Ms Palazzolo.

GS1 Recallnet will offer businesses:

- A single, centralised and online industry portal for the management of recalls and withdrawals
- Consistent and automated recall and withdrawal notification workflow and product data
- Built-in security and audit trail to ensure only authorised notifications are issued to approved recipients
- Clear handling, disposal and reimbursement instructions to speed the administrative processes
- The ability to target specific recipients and distributors with relevant and customised information
- Ability to embed images and other attachments in recall notifications

GS1 Recallnet for Healthcare

Development of GS1 Recallnet is being lead by Industry. A working group of industry and Government stakeholders are working through the following process to improve product recalls in the Australian Healthcare Sector:

1. Developing business and technical requirements including data, notification process and reporting requirements;
2. Identifying areas for improvement, standardisation and simplification in communicating product recalls to State and Territory Health Departments,
3. Validating requirements through an Advisory Group made up of industry and government representatives; and
4. End to end industry pilots of the portal to confirm functionality meets industry requirements.

For further information about the status of the Working Group please contact **Marcel Sieira** on msieira@gs1au.org



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